

**2016-2017  
Before & After School  
Parent Handbook**



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Dear Parents & Guardians,

Thank you for enrolling your child/ren in this year's Before & After School Program. Staff have worked hard to make this year's program an enjoyable and rewarding experience for your child/ren. Staff's objective for this year's program will be to teach your child something different each day, they will leave the program with something of substance, or a kernel of knowledge that will prepare them for life. Again, thank you for your support of our program. Here's looking forward to a great summer.

Sincerely,

A stylized, handwritten signature in blue ink, consisting of a large loop and a horizontal line extending to the right.

Darrell R. Crittendon, Director  
Norfolk Dept. of Recreation, Parks & Open Space



Greetings Parents and Guardians,

Thank you for choosing Norfolk Department of Recreation, Parks & Open Space for your child's summer program. We are very excited about the 2016-2017 Before & After School Program. To ensure a successful experience for all participants, it is important that you and your child/ren are informed of the standards of behavior at our program sites. If your child develops any difficulty conforming to the guidelines, program staff will notify you. They will also make it a point to let you know when your child is doing great things.

I believe that by all of us working together we can make this a very successful program. If you have expertise in a specific field, an unusual hobby, or have a different culture that you would like to share, please let the center supervisor know. We would love to have you share with the children in our program. You are invited to visit the centers any time you have a question, concern or if you just want to see what your child/ren are up to.

We consider it a privilege and a responsibility to work with your child/ren. Please feel free to contact me at (757) 441-1034, if you have any questions, comments or concerns.

Sincerely,

*James Mickle*

James Mickle

Division Head, Recreation & Leisure Activities

## **OVERVIEW**

The mission of the Recreation, Parks & Open Space Camp Wake Up program is to provide a safe and structured recreational program for children ages 5-12. Children will have the opportunity to engage in arts and crafts, active and passive games, educational activities and field trips, among many other fun activities.

## **HOURS & DAYS OF OPERATION**

The program operates from (6:30 a.m. - 6:00p.m.) starting September 6, 2016 and ending June 15, 2017. Below is a list of all locations and hours of operation. See page 13 for a “save-and-post” list of important dates.

Facility Name	Address	Phone #	Program Hours	
			Start Time	End Time
Bayview Recreation Center	8613 Willow Terrace	(757) 441-1626	6:30 a	6:00 p
Crossroads Community Center	8019 Old Ocean View Road	(757) 965-9430	6:30 a	6:00 p
Fairlawn Recreation Center	1014 Kempsville Road	(757) 441-5670	6:30 a	6:00 p
Sherwood Forest Community Center	4537 Little John Drive	(757) 441-5824	6:30 a	6:00 p
Tarrallton Community Center	2100 Tarrallton Drive	(757) 441-1765	6:30 a	6:00 p
Young Terrace Community Center	804 Whitaker Lane	(757) 441-2692	6:30 a	6:00 p

## **REGISTRATION & WITHDRAWAL**

At the time of registration, parent/guardians must submit the following for each child:

- Registration form
- Original birth certificate
- List of all the medications child is taking (keep updated)
- Water Activity Form
- Sunscreen Form
- First payment of fees

Falsification of records will result in automatic dismissal from program.

Children must meet the age/grade requirements in order to be enrolled. Enrollment is for children age 5, who have completed Kindergarten as of June 2016, through age 12. Fees are not refunded for missed days or weeks due to vacation, illness or any other reason.

## **INCLUSION, ACCOMMODATION & SPECIAL NEEDS**

Individuals with a disability are entitled to participate in programs offered by the City of Norfolk's Department of Recreation, Parks and Open Space; however, the participant must be able to dress and use restroom facilities without staff assistance, function in a group, and respond to directions from staff.

The Americans with Disabilities Act, Title III, states the facility must make an individual assessment about whether the child can meet the needs of the structured activities without fundamentally altering the program. If the child alters the fundamental services of the program and the parent does not supply an aide, then the child has to be removed from the program. If the child needs one-on-one assistance, then the parent is to provide at their expense an aide (18 years and over) to assist the child in the program. This assessment must be completed prior to the child's attendance.

If your child has any special needs or severe physical, mental or emotional circumstances, contact the site prior to registration. An *Inclusion, Accommodation & Special Needs* form must be submitted for processing by an inclusion specialist prior to enrollment. In all cases, please inform the center staff of any medication your child is taking.

## **PARTICIPATION FEES**

<b>Type of Plan</b>	<b>Monthly Fees per child</b>
Before School	\$80
After School	\$80
Before & After School	\$120

## **PAYMENT of FEES**

- Registration will not be accepted without payment. The only methods of payment accepted is check or money order made payable to "City of Norfolk Treasurer". No cash will be accepted.
- Fees are not prorated for missed days or weeks due to vacation, illness or any other reason.
- The Department of Recreation, Parks & Open Space **does not** provide a written year-end statement for customers' tax preparation. You will need to save payment receipts for your records. The tax ID number is 54-600-1455.

## **LATE PAYMENT FEES PER FAMILY**

- First Time                      \$10 late fee per family plus weekly payment

- Second Time                      \$15 late fee per family plus the next two payments
- Third Time                        Termination from the program\*

Late payments are due Monday morning *before* your child will be permitted to enter the program. The third late payment will result in your child's termination from the program.

### **RETURNED CHECK POLICY**

A \$35 service fee is charged for each returned check. Checks returned due to non-sufficient funds nullify your privileges. You and/or members of your household account will not be permitted to participate in any programs, activities or utilize facilities until payment is received to cover the full amount of the check and service fee.

If you are notified that you have a returned check for childcare payment, you must make restitution in person at the Norfolk City Treasurer's office at City Hall, 810 Union Street. Until such restitution is made, staff cannot provide services for your child/ren. Personal checks will not be accepted for a three (3) year period.

### **LATE PICK-UP FEES PER FAMILY**

- There is a \$5 fee per family for every 15 minutes, or any part thereof (6:01-6:15; 6:15-6:30) you or an authorized person is late picking up your child/ren at the end of program hours. Fees are due the following business morning before your child can enter the program. Failure to do so will result in the forfeiture of your child's place in the program.
- If late pick-up occurs three times, your child/ren will be dismissed from the program.
- At closing time or during an emergency, the staff will make every effort to contact the parent(s)/guardian(s) and/or other authorized persons.
- If a child/ren is not picked-up after 30 minutes and no communication has been received from the parent(s)/guardian(s) and/or an authorized person, staff will notify Child Protective Services (CPS) at (757) 664-6022 and the Norfolk Police Department.

### **REFUNDS**

- Fees are not refunded for missed days or weeks due to vacation, illness or any other reason.
- No refund will be given for any time during which your child/ren is suspended or terminated.
- The City of Norfolk reserves the right to assess any fee alterations due to facility closures for inclement weather or other conditions.

## **ARRIVAL & DEPARTURE**

### **Parent, Guardian or Authorized Persons**

A parent, guardian or authorized person(s) must sign their child/children **in and out** of the program on the designated log upon arrival to and departure from the facility. Children may not be dropped-off and/or picked-up outside of the building. Failure to comply with this policy may result in the participant's removal from the program.

Any person picking up child/ren must present valid photo identification and must be listed on the child's registration form as an authorized person. If a biological parent is not authorized to pick up child/ren, the center must have court documents and custody papers on file. If a guardian is not the custodial parent of the child/ren, court documents must accompany the registration form.

See "Late Pick-Up Fee" section regarding rules and procedures followed in the event a child/ren is picked-up late from childcare.

## **FOOD**

Breakfast, lunch and snack (depending on location) will be provided through the USDA Food Program. This program provides nutritious meals to our members at no cost. Parents are welcome to provide a lunch and nutritious snack for their child/children. Place food in temperature safe, sealed and non-breakable containers. No refrigeration will be provided. Food containers must be labeled with the date and child's name.

## **FIELD TRIPS**

Before leaving on a field trip, a schedule of the trip's events and locations will be posted and visible at the center site. Parental permission for transportation and field trips will be secured before the scheduled activity.

## **ILLNESS**

Parents must pick their child/ren up within one hour once notified by staff that their child/ren is sick and/or has a temperature of 101 degrees or higher. Children who have been sick with a fever must remain out of the program for 24 hours after the fever breaks.

Certain illnesses and communicable diseases such as, but not limited to, ringworm, lice, pinkeye and strep throat require parents to seek medical care for their child/ren. In the event of this type of illness, a physician's note will be needed for child/ren to return to the program.



## **MEDICATION**

Section §54.1-3408 of The Code of Virginia requires that medications be administered by health care professionals and prohibits untrained staff from administering medication to children enrolled in the program. Therefore, no medication can be administered to children by staff. With the exception of asthma inhalers, no other medication can be brought to the facility and/or left in the child/ren's possession while attending the program.

## **CLOSURES**

### **Emergency Closures**

Each center has an emergency preparedness plan that includes emergency evacuation and shelter-in-place procedures that are site-specific. Plans are available for review in the office area of the center. In the event of an emergency, parents/guardians are notified by phone immediately. If a parent(s) or guardian(s) cannot be reached, the emergency contact(s) will be notified. It is important that you keep all contact information current on your child's records at the childcare site. Provide staff with a written notice of any changes.

If the City of Norfolk is closed for inclement weather, all Department of Recreation, Parks & Open Space facilities will be closed and programs will be cancelled.

### **Inclement Weather Closings & Delays**

Weather or other unplanned events may affect the camp's operating schedules. If this happens, the program hours will be adjusted accordingly.

## **PARTICIPANT BEHAVIOR**

In order for all participants to have a safe and enjoyable experience, all participants must demonstrate appropriate behavior and respect for themselves as well as others. Meeting the following expectations will offer all participants the greatest opportunity for success.

- Participants must respect all people and property.
- Participants must follow the rules associated with activities and program areas and ask a staff member for clarification, if needed.
- Participants must communicate and conduct themselves in an appropriate manner. Threatening words, tone of voice, gestures, foul language, sexually inappropriate behavior, teasing, throwing of objects and physical contact will not be tolerated and are prohibited.
- Participants must promote and support a safe, fun and healthy environment.
- Any behavior deemed aggressive or threatening will require immediate removal from the program/facility with the possibility of further consequences. If the patron is a minor, staff

will contact the parent/guardian to make them aware of the situation. Any unlawful behavior or activity will be reported to the appropriate legal authorities for further action.

- Parents/guardians are financially responsible for their child's actions when the participant:
  - Defaces and/or destroys the building, grounds, equipment, vehicles or others' belongings.
  - Tamper with or pulls the fire alarm without due cause.

### **DISCIPLINARY PROCEDURES**

Behavioral guidance shall be constructive in nature, age and stage appropriate, and with the intent to redirect children to appropriate behavior and resolve conflicts.

#### **The following actions or threats toward participants are forbidden:**

- Any form of physical punishment such as spanking, hitting or shaking.
- Forcing a participant to assume an uncomfortable position.
- Restraining or restriction of body movement through binding, tying or confinement in a closed or small space.
- Verbally abusive remarks such as belittling a participant, threats or remarks about his/her family, cultural background, race or religion.
- Use of exercise.
- Separation from the group so that the child is away from the hearing and vision of a staff member.
- Giving authority/consent to allow a participant or other persons to punish another participant.
- Enforcing a punishment at the request of a parent/guardian that resulted from behavior at home.
- Punishment by applying unpleasant or harmful substances.
- Forcing participants to write repetitive sentences as a means of punishment.
- Forcing or withholding water, food or bathroom privileges.

### **STAFF CODE of CONDUCT**

Recreation facility staff will uphold these principles while interacting with participants:

- Respect personal privacy.
- Respect differences in cultural, ethnic and family backgrounds.
- Encourage decision-making abilities.
- Promote ways of getting along.
- Encourage independence and self-direction.
- Use consistency in applying expectations.

## **POLICIES & PROCEDURES**

The following policies have been established for the safety of all participants. Failure to comply with these rules will result in suspension from the program. It is important that you read and discuss the rules with your child, so he/she will understand the expectations for participation in the program.

- Participants, parents/guardians (including individuals authorized to pick-up a child/ren) and staff are to address each other with dignity and respect.
- All participants and parents/guardians (including individuals authorized to pick-up a child/ren) must conduct themselves in a manner that does not endanger their safety or the safety of others.
- Tennis shoes or non-marking, rubber-soled shoes are required for participation. Participants should be dressed appropriately for current weather conditions. Please do not bring shoes with cleats or black soles, flip flops, sandals, skates or skate shoes, unless authorized.
- Do not bring cell phones or other personal items such as electronic devices, collector game cards, toys, etc. from home to use during program times unless authorized by staff. The City of Norfolk and the program staff are not responsible for lost, stolen and/or damaged items.
- Do not bring sleeping bags, towels or blankets to the facility unless requested to do so by staff for a specific activity.
- Participants must always follow the instructions of the staff.
- Participants are to maintain individual space and keep their hands, feet, etc. to themselves.
- Label all belongings with the child's name.
- Participants and parents/guardians (including individuals authorized to pick-up a child/ren) must comply with all guidelines and procedures written and/or implied regarding participation in the Summer Day Camp Childcare Program.

## **OPERATIONAL GUIDELINES**

The Recreation, Parks & Open Space Camp Wake Up program operates under §63.2-1715 of the Code of Virginia, which allows local governments to establish safety and supervisory standards, such as those in this handbook. The Norfolk Department of Recreation, Parks & Open Space is committed to protecting the safety and well-being of all children. Section §63.1-248.3 of the Code of Virginia requires any person providing full or part-time child care for pay on a regular basis to report any suspected child abuse or neglect.

## **LINE OF AUTHORITY**

If you have a question or concern regarding any issue, please contact staff following this order of protocol:

1. Contact the Recreation Supervisor first for assistance. (See chart below).
2. If the Recreation Supervisor is unable to assist, contact the Area Supervisor for assistance. (See chart below).
3. If the Area Supervisor is unable to assist, contact the Division Head of Recreation & Leisure Activities, at (757) 441-1034.

<b>Facility Name</b>	<b>Recreation Supervisor</b>	<b>Phone #</b>	<b>Area Supervisor</b>	<b>Phone #</b>
Bayview Recreation Center	LaDonna Gill	(757) 441-1626	Debbie Dickerson	(757) 441-1034
Crossroads Community Center	Kenneth Kemp	(757) 965-9430	Debbie Dickerson	(757) 441-1034
Fairlawn Recreation Center	Jazzmin Walters	(757) 441-5670	Debbie Dickerson	(757) 441-1034
Sherwood Forest Community Center	Charles Sims	(757) 441-5824	Debbie Dickerson	(757) 441-1034
Tarrallton Community Center	Dennis Young	(757) 441-1765	Debbie Dickerson	(757) 441-1034
Youngs Terrace	Adrena Foy	(757) 441-2692	Debbie Dickerson	(757) 441-1034

### **PARENT/GUARDIAN INVOLVEMENT**

Parents/guardians who have children enrolled in Camp Wake Up are permitted and encouraged to assist with special events and may visit the facility at any time during operation hours.

*Your support is vital to the success of this program! Thank you!!*

## **WORKING WITH CHILDREN GUIDELINES**

We are committed to safeguarding the welfare of all young people. All reasonable steps will be taken to promote safe practices and to protect youth from harm, abuse and exploitation within all of the Department of Recreation, Parks & Open Space facilities, events and activities.

It is essential that all staff working in recreation are conscious of how they conduct themselves to minimize the risk of any child protection processes. All staff are aware of the following guidelines when working with children. Each staff is required to do the following:

- Record in writing all relevant incidents and maintain a copy
- Work in an open and transparent way
- Dress appropriately as a City of Norfolk professional
- Avoid unnecessary physical contact with children, this includes full contact hugs
- Understand and will apply the rules concerning physical restraint
- Where physical contact is essential for recreational or safety reasons, gain participant's permission for that contact wherever possible
- Allow children to change clothes with levels of respect and privacy appropriate to their age, gender, culture and circumstances
- Use humor to defuse difficult situations
- Avoid working in one-to-one situations with children whenever possible
- If working in a one to one situation with a child, staff will ensure they are within sight of another adult – e.g. by having a door open/being behind a glass partition/working in one corner of a room while another adult is operating elsewhere in the room
- Will not video record images of children

By establishing these guidelines, the City of Norfolk ensures your family will have confidence in the staff and your child(ren) will enjoy the summer program. If you would like to read the Working with Children Policy in its entirety, it is available upon request.